

Background

The National Care Experience Programme (NCEP) seeks to improve the quality of health and social care services in Ireland by asking people about their experiences of care and acting on their feedback.

NCEP is a joint initiative by the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health.

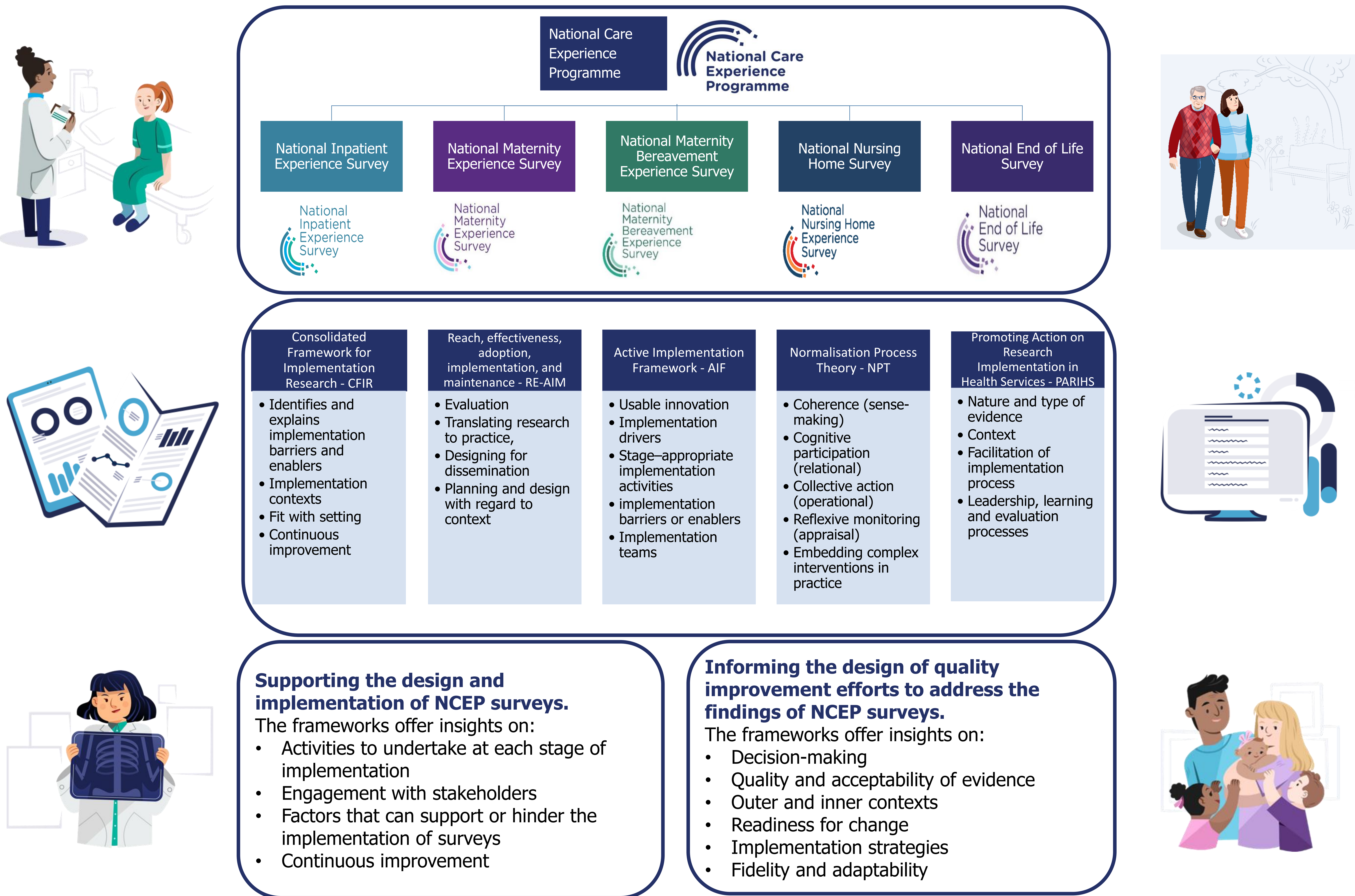
The Programme has conducted surveys of people's experiences in Irish care settings since 2017. NCEP has a suite of five surveys that capture the experiences of people using our services.

Survey findings help to identify areas requiring improvement at local and national levels. However, survey findings alone cannot change much on the ground; impact is determined by how relevant organisations and individuals put a response into effect.

Implementation Science provides frameworks for understanding how the NCEP surveys can be developed and implemented, and in turn how the findings can be used to inform meaningful changes in care settings.

Aim

To understand the relevance of Implementation Science models and frameworks to the aims of the NCEP using a framework-based approach.



Methods

The surveys undertaken by the NCEP were reviewed against prominent models and frameworks from the Implementation Science literature to understand their relevance to the aims of the NCEP using a framework-based approach.

The key elements of each framework were compared against the aims, objectives and operationalisation of the NCEP programme with a view to understanding how each could contribute to the impact of the NCEP.

Results

The frameworks provided useful insights into the design development and implementation of NCEP surveys. Additionally they can inform the design and implementation of responses to findings of NCEP surveys at national (policy) and practice (local) levels.

Conclusions

Frameworks provide systematic approaches to understanding and addressing the factors that influence successful implementation and can guide the process of translating survey findings into actionable changes.

References

Damschroder, L. J., Reardon, C. M., Widerquist, M. A. O., & Lowery, J. (2022). The updated Consolidated Framework for Implementation Research based on user feedback. *Implementation Science*, 17(1), 1-16.

Fixsen, D. L., & Blase, K. A. (2020). Active implementation frameworks. In *Handbook on implementation science* (pp. 62-87). Edward Elgar Publishing.

Glasgow, R. E., Battaglia, C., McCreight, M., Ayele, R., Maw, A. M., Fort, M. P., ... & Rabin, B. A. (2022). Use of the reach, effectiveness, adoption, implementation, and maintenance (RE-AIM) framework to guide iterative adaptations: applications, lessons learned, and future directions. *Frontiers in Health Services*, 2, 959565.

May, C.R., Mair, F., Finch, T. et al. Development of a theory of implementation and integration: Normalization Process Theory. *Implementation Sci* 4, 29 (2009). <https://doi.org/10.1186/1748-5908-4-29>

Rycroft-Malone J. The PARIHS framework—a framework for guiding the implementation of evidence-based practice. *J Nurs Care Qual.* 2004 Oct-Dec;19(4):297-304. doi: 10.1097/00001786-200410000-00002. PMID: 15535533.